

Claims

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1 1. (currently amended) A system for collecting and
2 presenting survey information comprising:
3 a connection device connected to an external
4 communication system for connecting said
5 communication system to a survey participant;
6 a Computer-Assisted Telephone Interview (CATI) unit
7 connected to said connection device, wherein
8 said connection device transfers the said
9 participant communication connection to said
10 CATI unit when said connection is successful,
11 and further wherein an agent uses said CATI
12 unit to ask the said participant manual survey
13 questions;
14 an Interactive Voice Recognition (IVR) unit
15 connected to said CATI unit, wherein said CATI
16 agent transfers the said participant's
17 communication connection to said IVR unit only
18 if the participant agrees to the transfer for
19 conducting an automated survey utilizing a
20 drill-down survey technique, wherein said IVR
21 unit accepts oral responses from the said
22 participant, wherein
23 if the participant does not agree to said transfer,
24 said CATI unit is adapted to provide a manual
25 survey to the participant by providing survey
26 questions to said agent such that said agent
27 manually surveys the participant using
28 substantially at least some of the same

29 questions from said automated survey to receive
30 the oral responses from the participant; and
31 a database for storing said responses to said manual
32 survey and/or said automated survey, wherein
33 said drill-down survey technique utilizes one or
34 both of responses already provided by the
35 current survey participant and historical
36 responses provided by other participants to
37 determine a subsequent survey question to be
38 asked of the current survey participant.

1 2. (original) The system for collecting and
2 presenting survey information of claim 1, further
3 comprising: a Computer Telephony Interface (CTI) unit,
4 wherein said CTI unit is connected to said connection
5 device to monitor the status of said connection device,
6 and further wherein said CTI unit is connected to said
7 CATI unit to monitor the status of said CATI unit and
8 said agent using said CATI unit; and still further
9 wherein said CTI unit is connected to said IVR unit to
10 monitor said conducting of said automated survey.

1 3. (currently amended) The system for collecting and
2 presenting survey information of claim 2, wherein said
3 CATI agent asks the ~~said~~ participant for permission to
4 allow said IVR unit to conduct said automated survey, and
5 further wherein said IVR unit conducts said automated
6 survey according to a pre-determined survey format if the
7 ~~said~~ participant assents, and still further wherein said
8 CATI agent performs said manual survey according to said
9 pre-determined survey format if participant does not
10 assent.

1 4. (previously presented) The system for collecting
2 and presenting survey information of claim 3, wherein
3 said pre-determined survey format uses said drill-down
4 survey technique, wherein a following survey question
5 depends on the answer to a previous question.

1 5. (currently amended) The system for collecting and
2 presenting survey information of claim 1, wherein the
3 ~~said~~ participant may transfer said communication
4 connection from said IVR unit to said CATI unit by using
5 an oral response, and further wherein said CATI agent
6 then conducts said manual survey at the point on said
7 pre-determined survey format where said transfer from
8 said IVR unit occurred.

1 6. (currently amended) The system for collecting and
2 presenting survey information of claim 5, wherein said
3 conducting of said automated and/or said manual surveys
4 includes the use of a verbatim, wherein the ~~said~~
5 participant can orally communicate detailed opinions to
6 said IVR unit or said CATI agent, respectively, and
7 further wherein said verbatims are stored in said
8 database.

1 7. (original) The system for collecting and
2 presenting survey information of claim 6, further
3 comprising:
4 a processing unit for converting said stored
5 responses to said surveys into survey
6 information;

7 a presenting unit for presenting said survey
8 information to a consumer.

1 8. (original) The system for collecting and
2 presenting survey information of claim 7, wherein said
3 survey information is derived from a plurality of surveys
4 derived from a plurality of participants, and further
5 wherein said system presents said survey information to
6 said consumer over a computer network, and still further
7 wherein said consumer must be validated before said
8 system will allow the consumer to access said survey
9 information.

1 9. (original) The system for collecting and
2 presenting survey information of claim 8, wherein said
3 survey information is available for presenting to said
4 consumer within 24 hours of the completion of the
5 conducting of said plurality of surveys.

1 10. (currently amended) A system for collecting and
2 presenting survey information comprising:
3 a connection device connected to an external
4 communication system for connecting said
5 communication system to a survey participant;
6 a Computer-Assisted Telephone Interview (CATI) unit
7 connected to said connection device, wherein
8 said connection device transfers the ~~said~~
9 participant communication connection to said
10 CATI unit when said connection is successful,
11 and further wherein an agent uses said CATI
12 unit to ask the ~~said~~ participant manual survey
13 questions;

14 an IVR unit connected to said CATI agent, wherein
15 said CATI agent transfers the ~~said~~ participant
16 communication connection to said IVR unit for
17 conducting an automated survey, and further
18 wherein said IVR unit accepts oral responses
19 from the ~~said~~ participant, and still further
20 wherein said CATI agent asks the ~~said~~
21 participant for permission to allow said IVR
22 unit to conduct said automated survey, and
23 further wherein said IVR unit conducts said
24 automated survey according to a pre-determined
25 survey format if the ~~said~~ participant assents,
26 and even further wherein said CATI agent
27 performs said manual survey according to said
28 pre-determined survey format if the participant
29 does not assent, and yet further wherein the
30 ~~said~~ participant may transfer said survey
31 interview from said IVR unit to said CATI unit
32 by using an oral response, wherein said CATI
33 agent then conducts said manual survey at the
34 point on said pre-determined survey format
35 where said transfer from said IVR unit
36 occurred;

37 wherein said conducting of said automated or said
38 manual surveys includes the use of a verbatim,
39 wherein the ~~said~~ participant can orally
40 communicate detailed opinions to said IVR unit
41 or said CATI agent, respectively, and further
42 wherein said verbatims are stored in said
43 database

44 a Computer Telephony Interface (CTI) unit, wherein
45 said CTI unit is connected to said dialer unit

46 to monitor the status of said connection
47 device, and further wherein said CTI unit is
48 connected to said CATI unit to monitor the
49 status of said CATI unit and said agent using
50 said CATI unit; and still further wherein said
51 CTI unit is connected to said IVR unit to
52 monitor said conducting of said automated
53 survey;
54 a database for storing said responses to said manual
55 and said automated surveys;
56 a processing unit for converting said stored
57 responses to said surveys into survey
58 information, wherein said survey information is
59 derived from a plurality of surveys derived
60 from a plurality of participants, and
61 a presenting unit for presenting said survey
62 information to a consumer, wherein said system
63 presents said survey information to said
64 consumer over a computer network, and still
65 further wherein said consumer must be validated
66 before said system will allow the consumer to
67 access said survey information, and still
68 further wherein said system may limit said
69 access by consumer to an approved subset of
70 said survey information.

1 11. (original) The system for collecting and
2 presenting survey information of claim 10, wherein said
3 survey information is available for presenting to said
4 consumer within 24 hours of the completion of the
5 conducting of said plurality of surveys.

1 12. (currently amended) A system for collecting and
2 presenting survey information comprising:

3 (I) means for selecting a participant from a list
4 of potential participants;

5 (II) means for connecting the ~~said~~ participant to a
6 survey communication system;

7 (III) means for conducting an automated survey
8 interview if the ~~said~~ participant assents to an
9 automated survey interview, wherein said
10 conducting is performed by an automated survey
11 unit, and further wherein said automated survey
12 unit accepts oral responses from the ~~said~~
13 participant which are processed using voice
14 recognition into survey data.

15 (IV) means for conducting a manual survey interview
16 if the ~~said~~ participant does not assent to an
17 automated survey interview, wherein at least a
18 portion of the questions of said manual survey
19 are the same as the questions of said automated
20 survey; and

21 (V) means for saving said automated and said manual
22 survey interviews in a database.

1 13. (original) The system for collecting and
2 presenting survey information of claim 12, further
3 comprising:

4 (I) means for allowing a participant to orally
5 request that said automated survey interview be
6 transformed into a manual survey interview;

7 (II) means for providing a pre-determined interview
8 format, wherein said automated and said manual
9 interviews follow said interview format, and
10 further wherein said manual survey interview
11 continues said pre-determined interview format
12 at the next question of said format when said
13 automated survey interview is transformed into
14 said manual survey interview;

1 14. (original) The system for collecting and
2 presenting survey information of claim 13, further
3 comprising:

4 (I) means for processing said survey interview into
5 survey information;

6 (II) means for presenting approved portions said
7 survey information to a survey consumer,
8 wherein the identity of said consumer must be
9 validated before being presented with said
10 survey information.

1 15. (original) The system for collecting and
2 presenting survey information of claim 14, wherein said
3 survey information is derived from a plurality of surveys
4 of a plurality of participants, and further wherein said
5 survey information is available for presenting to said
6 consumer within 24 hours of the completion of the
7 conducting of said plurality of surveys.

1 16. (previously presented) A process for collecting
2 and presenting survey information comprising the steps
3 of:

- 4 (I) selecting a participant from a list of
5 potential participants;
- 6 (II) connecting the ~~said~~ participant to a survey
7 communication system;
- 8 (III) transferring the ~~said~~ participant's
9 communication system connection to an automated
10 survey unit only if the ~~said~~ participant
11 assents to said transfer;
- 12 (IV) conducting said survey interview, wherein said
13 conducting is performed by said automated
14 survey unit if the participant assented to said
15 transfer, but said conducting is performed
16 manually if the participant does not assent,
17 and further wherein an automated survey unit
18 accepts oral responses from the ~~said~~
19 participant, said oral responses being
20 processed using voice recognition into survey
21 data;
- 22 (V) saving said survey interview in a database.

1 17. (original) The process of collecting and
2 presenting survey information as in claim 16, wherein
3 said conducting of said survey interview is performed by
4 providing survey questions to participant using a pre-
5 determined survey procedure utilizing drill-down
6 questioning, wherein a following survey question depends
7 on the answer to a previous question.

1 18. (original) The process of collecting and
2 presenting survey information as in claim 17, further
3 comprising the steps of:

4 (I) processing said survey data into survey
5 information;
6 (II) saving said survey information in a database;
7 (III) presenting said survey information to a
8 consumer.

1 19. (currently amended) The process of collecting
2 and presenting survey information as in claim 16, wherein
3 said transferring of the ~~said~~ participant's communication
4 system connection to said automated survey unit occurs
5 only if said survey participant agrees to said transfer,
6 and further wherein said survey interview is conducted
7 manually by an agent if the ~~said~~ participant does not
8 agree to said transfer.

1 20. (currently amended) The process of collecting
2 and presenting survey information as in claim 19, wherein
3 said conducting of said survey interview is performed by
4 providing survey questions to the ~~said~~ participant using
5 a pre-determined survey question procedure utilizing
6 drill-down questioning for said conducting of both manual
7 and automated surveys, wherein a following survey
8 question depends on the answer to a previous question.

1 21. (currently amended) The process of collecting
2 and presenting survey information as in claim 19, wherein
3 said agent can transfer the ~~said~~ participant back to said
4 automated survey unit to continue said survey interview,
5 and further wherein the ~~said~~ participant participating in
6 an automated survey can be transferred to said agent by a
7 voice command from the ~~said~~ participant.

1 22. (currently amended) The process of collecting
2 and presenting survey information as in claim 21, wherein
3 said conducting of said survey interview is performed by
4 providing survey questions to the ~~said~~ participant using
5 a pre-determined survey question procedure utilizing
6 drill-down questioning for said conducting of both manual
7 and automated surveys, wherein a following survey
8 question depends on the answer to a previous question.

1 23. (previously presented) The process of collecting
2 and presenting survey information as in claim 22 ,
3 further comprising the steps of:

4 (I) processing said survey data into survey
5 information;

6 (II) saving said survey information in a database;

7 (III) presenting said survey information to a
8 consumer.

1 24. (original) The process of collecting and
2 presenting survey information as in claim 19, further
3 comprising the steps of:

4 (I) processing said survey data into survey
5 information;

6 (II) saving said survey information in a database;

7 (III) presenting said survey information to a
8 consumer.

1 25. (currently amended) A process for collecting and
2 presenting survey information comprising the steps of:

3 (I) selecting a participant from a list of
4 potential participants;

5 (II) connecting the said participant to a survey
6 communication system;

7 (III) transferring the said participant's
8 communication system connection to an automated
9 survey unit if said survey participant agrees
10 to said transfer, wherein the said participant
11 participating in an automated survey can be
12 transferred to said agent by a voice command
13 from the said participant, and further,
14 wherein said survey interview is conducted manually
15 by an agent if the said participant does not
16 agree to said transfer,

17 wherein said conducting of said survey interview is
18 performed by providing survey questions to
19 participant using a pre-determined survey
20 procedure utilizing drill-down questioning,
21 wherein a following survey question depends on
22 the answer to a previous question;

23 (IV) conducting said survey interview, wherein said
24 conducting is performed by said automated
25 survey unit or manually, and further wherein
26 said automated survey unit accepts oral
27 responses from the said participant, said oral
28 responses being processed using voice
29 recognition into survey data;

30 (V) saving said survey interview in a database.

31 (VI) processing said survey data into survey
32 information;

33 (VII) saving said survey information in a database;
34 (VIII) presenting said survey information to a
35 consumer.

1 26. (currently amended) A process for collecting and
2 presenting survey information comprising the steps of:

3 (I) collecting survey data, said collecting
4 comprising the steps of

5 (A) selecting a participant from a list of
6 potential participants, wherein said
7 selecting is done according to specified
8 schedules;

9 (B) connecting the said participant to a
10 survey communication system, said
11 connecting comprising the steps of:

12 (i) attempting to connect with the said
13 participant via said survey
14 communication system, said attempting
15 including the steps of:

16 (ii) requesting that the said participant
17 agree to communicate with an
18 Interactive Voice Recognition (IVR)
19 unit for a survey interview; and

20 (iii)collecting call record information,
21 wherein said call record information
22 is stored in a database;

23 and

24 (C) conducting said survey interview, wherein
25 said conducting is performed by said IVR
26 unit if the said participant agreed to

27 communicate with said IVR unit, and
28 further wherein said conducting is
29 performed by a Computer-Assisted Telephone
30 Interview (CATI) agent if the participant
31 did not agree to communicate with said IVR
32 unit, said conducting of said survey
33 interview comprising the steps of:

34 (i) asking survey questions of
35 participant using a pre-determined
36 survey question procedure utilizing
37 drill-down questioning, wherein said
38 survey questions provide sufficient
39 survey data to allow for the creation
40 of survey information; and further
41 wherein survey responses by
42 participant are done orally, and
43 still further wherein said survey
44 data optionally includes voice
45 interviews;

46 (ii) saving said survey data in said
47 database, wherein said saving
48 includes voice recognition processing
49 of said oral responses of the
50 participant if said conducting of
51 survey interview is performed by said
52 IVR unit, wherein said voice
53 recognition occurs at approximately
54 real-time, and further wherein the
55 voice recognition processed response
56 is used to determine a next survey
57 question;

58 (iii) transferring said communication
59 system connection to a CATI unit if

60 the ~~said~~ participant requests such a
61 transfer while the IVR unit is
62 conducting said survey interview,
63 wherein said CATI agent uses said
64 CATI unit to continue said conducting
65 a survey interview;

66 (iv) transferring said communication
67 system connection to a CATI unit when
68 said survey question procedure
69 requires such a transfer, wherein
70 said CATI agent then conducts said
71 survey interview using said CATI
72 unit, and further wherein said CATI
73 agent can transfer said communication
74 system connection back to said IVR
75 unit to continue said survey
76 interview;

77 (v) monitoring said survey question
78 procedure status, wherein said status
79 information can be made available for
80 display;

81 (vi) terminating said conducting a survey
82 interview when said pre-determined
83 survey question procedure is complete
84 or when the ~~said~~ participant requests
85 such termination;

1 27. (currently amended) A process for collecting and
2 presenting survey information as in claim 26, further
3 comprising the steps of:

4 (I) processing said survey data, wherein said
5 processing converts said survey data collected
6 from a plurality of participants into survey

7 information, said processing comprising the
8 steps of:

9 (A) generating consumer satisfaction measures;
10 (B) generating employee rating measures;
11 (C) generating employer or organization rating
12 measures;
13 (F) generating quality assessment measures;
14 and
15 (G) analyzing said generated measures and
16 survey data;
17 and
18 (H) storing said survey information in said
19 database;

20 (II) providing a survey information consumer said
21 survey information, said providing further
22 comprising the steps of:

23 (A) connecting a survey information consumer
24 computer to a presenting system, wherein
25 said connecting is over a computer
26 network, said connecting comprising the
27 steps of:

28 (i) logging the consumer's computer into
29 the system, wherein the consumer
30 identity is verified; and
31 (iv) preventing the consumer not verified
32 from accessing said medical survey
33 information;

34 (B) presenting said survey information to said
35 consumers, said presenting comprising the
36 steps of:

37 (i) providing said consumers with options
38 for viewing aggregates of said survey
39 information;
40 (ii) providing said consumers with options
41 for viewing summaries of said survey
42 information;
43 (iii) providing said consumers with options
44 for viewing a subset of said survey
45 information;
46 (iii) providing said consumers with options
47 for viewing said survey data; and
48 (iv) formatting said presented information
49 for presenting by said consumer
50 computer, wherein said presenting can
51 be graphical, auditory, and textual;
52 (C) customizing said presented information to
53 the particular needs or access privileges
54 of the consumer, wherein some consumers
55 may have access to a subset of medical
56 information; and
57 (D) allowing the user to log off said system.
58 and
59 (III) evaluating said process for collecting and
60 presenting survey information, said evaluating
61 comprising:
62 (A) evaluating the performance of said CATI
63 agents; and
64 (B) evaluating the performance of said voice
65 recognition processing.

1 28. (currently amended) A process for collecting and

2 presenting medical survey information for a medical care
3 provider comprising the steps of:

4 (I) collecting survey data, said collecting
5 comprising the steps of

6 (A) selecting a participant from a list of
7 potential participants, wherein said
8 selecting is done according to specified
9 schedules;

10 (B) connecting the ~~said~~ participant to a
11 survey communication system, said
12 connecting comprising the steps of:

13 (i) attempting to connect with the ~~said~~
14 participant via said survey
15 communication system, said attempting
16 including the steps of:

17 (a) initiating a survey
18 communication system connection;

19 (b) transferring said connection to
20 a CATI unit if said connection
21 is successful, wherein if said
22 connection is not successful,
23 selecting a new participant to
24 be the ~~said~~ participant;

25 (c) requesting that the ~~said~~
26 participant agree to participate
27 in a survey, wherein said
28 requesting is performed by said
29 CATI agent using said CATI unit;

30 (d) requesting recall information
31 from the ~~said~~ participant if the
32 ~~said~~ participant has not agreed
33 to participate in said survey,

34 wherein said requesting is
35 performed by said CATI agent,
36 and further wherein said recall
37 information includes a request
38 to connect again at a different
39 time or using a different
40 communication system; and
41 (e) terminating said connection
42 after said requesting of recall
43 information if the said
44 participant has not agreed to
45 participate in said survey;
46 (ii) requesting that the said participant
47 agree to communicate with an IVR unit
48 for a survey interview; and
49 (iii)collecting call record information
50 comprising:
51 (a) overall connection attempts;
52 (b) connection attempts for each of
53 the participants contacted; and
54 (c) connection durations;
55 wherein said call record information is stored in a
56 database;
57 and
58 (C) conducting said survey interview, wherein
59 said conducting is performed by said IVR
60 unit if the said participant agreed to
61 communicate with said IVR unit, and
62 further wherein said conducting is
63 performed by said CATI agent if
64 participant did not agree to communicate

65 with said IVR unit, said conducting said
66 survey interview comprising the steps of:

67 (i) asking survey questions of
68 participant using a pre-determined
69 survey question procedure utilizing
70 drill-down questioning, wherein said
71 survey questions provide sufficient
72 survey data to allow for the creation
73 of medical survey information; and
74 further wherein survey responses by
75 participant are done orally, and
76 still further wherein said survey
77 data optionally includes voice
78 interviews;

79 (ii) saving said survey data in said
80 database, wherein said saving
81 includes voice recognition processing
82 of said oral responses of the said
83 participant if said conducting of
84 survey interview is performed by said
85 IVR unit, wherein said voice
86 recognition occurs at approximately
87 real-time, and further wherein the
88 voice recognition processed response
89 is used to determine a next survey
90 question;

91 (iii) transferring said communication
92 system connection to a CATI unit if
93 the said participant requests such a
94 transfer while the IVR unit is
95 conducting said survey interview,
96 wherein said CATI agent uses said

97 CATI unit to continue said conducting
98 a survey interview;

99 (iv) transferring said communication
100 system connection to a CATI unit when
101 said survey question procedure
102 requires such a transfer, wherein
103 said CATI agent then conducts said
104 survey interview using said CATI
105 unit, and further wherein said CATI
106 agent can transfer said communication
107 system connection back to said IVR
108 unit to continue said survey
109 interview;

110 (v) monitoring said survey question
111 procedure status, wherein said status
112 information can be made available for
113 display;

114 (vi) terminating said conducting a survey
115 interview when said pre-determined
116 survey question procedure is complete
117 or when the said participant requests
118 such termination;

119 (II) processing said survey data, wherein said
120 processing converts said survey data collected
121 from a plurality of participants into medical
122 survey information, said processing comprising
123 the steps of:

124 (A) generating consumer satisfaction measures
125 comprising:

126 (i) consumer loyalty measures;

127 (ii) medical care satisfaction measures;

128 (iii) medical facility satisfaction
129 measures;
130 (iv) medical staff satisfaction measures;
131 (v) positive comments with reasons; and
132 (vi) negative comments with reasons;
133 (B) generating staff rating measures
134 comprising:
135 (i) staff loyalty measures;
136 (ii) staff performance measures;
137 (iii) staff satisfaction measures; and
138 (iv) staff continuing education measures;
139 (C) generating doctor rating measures
140 comprising:
141 (i) quality of medical care measures;
142 (ii) doctor performance measures;
143 (iii) doctor satisfaction measures;
144 (iii) doctor loyalty measures; and
145 (iv) doctor continuing education measures;
146 (D) generating care delivery measures
147 comprising:
148 (i) cost measures including:
149 (a) cost of medical care paid by
150 consumer measures;
151 (b) cost of medical care paid by
152 non-consumer measures;
153 (c) cost of providing medical care
154 measures; and
155 (d) overhead costs measures;

156 and

157 (ii) profit measures;

158 (E) generating medical care quality assessment

159 measures comprising:

160 (i) mortality measures

161 (ii) morbidity measures;

162 (iii) complications measures;

163 (iv) medical procedure results measures;

164 (iv) medical procedure follow-up measures;

165 (vi) patient mental health measures;

166 (vii) social impact measures;

167 (viii) hospital stay length measures;

168 (ix) technical quality measures; and

169 (x) per member per month (PM PM) cost

170 measures;

171 (F) analyzing said generated measures and

172 survey data, said analyzing comprising the

173 steps of:

174 (i) aggregating survey data to form

175 assessments;

176 (ii) normalizing comparisons between

177 specific named units, said named

178 units including:

179 (a) doctors or specialists;

180 (b) medical care organizations or

181 divisions;

182 (c) staff persons;

183 (d) managers;

184 (e) specific medical treatments; and
185 (f) patient group status;
186 (iii) determining changes over time;
187 (iv) determining differences
188 geographically; and
189 (v) generating summaries;
190 and
191 (G) storing said medical survey information in
192 said database;
193 (III) providing a medical survey information
194 consumer said medical survey information, said
195 providing further comprising the steps of:
196 (A) connecting a medical survey information
197 consumer computer to a presenting system,
198 wherein said connecting is over a computer
199 network, said connecting comprising the
200 steps of:
201 (i) logging in the consumer computer to
202 the system, said login comprising the
203 steps of:
204 (a) processing a consumer login
205 request, said login request
206 comprising the steps of:
207 (1) providing said consumer
208 with a login prompt;
209 (2) accepting a consumer login
210 input, said login input
211 comprising:
212 a user ID; and
213 a user password;

214 and

215 (b) processing the consumer login input, said

216 processing comprising the steps of:

217 comparing said user ID against a verified

218 consumer list, wherein if said user ID is

219 verified, then:

220 verifying said user password by comparing said

221 password to a stored password

222 corresponding to said user ID, if said

223 user password is verified then:

224 permitting consumer access to the system;

225 and

226 preventing the consumer not logged in from

227 accessing said medical survey

228 information;

229 (B) presenting said medical survey information

230 to said consumers, said presenting

231 comprising the steps of:

232 (i) providing said consumers with options

233 for viewing aggregates of said

234 medical survey information;

235 (ii) providing said consumers with options

236 for viewing summaries of said medical

237 survey information;

238 (iii)providing said consumers with options

239 for viewing a subset of said medical

240 survey information;

241 (iii)providing said consumers with options

242 for viewing said medical survey data;

243 and

244 (iv) formatting said presented information
245 for presenting by said consumer
246 computer, said presenting including:
247 graphical display;
248 auditory presentment; and
249 textual display;
250 (C) customizing said presented information to
251 the particular needs or access privileges
252 of the consumer, wherein some consumers
253 may have access to a subset of medical
254 information; and
255 (D) allowing the user to log off said system.
256 and
257 (IV) evaluating said process for collecting and
258 presenting medical survey information, said
259 evaluating comprising:
260 (A) evaluating the performance of said CATI
261 agents; and
262 (B) evaluating the performance of said voice
263 recognition processing.

1 29. (currently amended) A process for collecting and
2 presenting medical survey information for a medical care
3 provider as in claim 25, wherein the said participant is
4 selected from the group of doctors, medical staff,
5 medical patients, a family member of a medical patient,
6 and a medical care employer; and further wherein the said
7 participant gave or received services from said medical
8 care provider.

1 30. (New) A system for collecting and presenting
2 survey information from a plurality of participants, said

3 system comprising:

4 a connection device connected to an external
5 communication system for connecting said
6 communication system to the survey
7 participants;

8 a Computer-Assisted Telephone Interview (CATI) unit
9 connected to said connection device, wherein,
10 for each one of the participants, a
11 corresponding one of a plurality of agents uses
12 said CATI unit to ask said one of the
13 participants a set of manual survey questions,
14 said survey questions including a question
15 requesting permission for performing an
16 automated survey;

17 an Interactive Voice Recognition (IVR) unit
18 connected to said CATI unit, wherein, for each
19 one of the participants, said CATI agent
20 transfers said one of the participants'
21 communication connection to said IVR unit only
22 if said one of the participants agrees to
23 participate in an automated survey, wherein
24 said IVR unit then accepts oral responses from
25 said one of participant, wherein

26 for any of the participants who did not agree to
27 participate in said automated survey, said CATI
28 unit being adapted to provide a manual survey
29 by providing survey questions to each one of
30 the agents corresponding to those participants
31 who did not agree for proving a manual survey
32 using substantially the same questions from
33 said automated survey to receive the oral
34 responses; and

35 a database for storing said responses to said manual
36 surveys and/or said automated surveys.

1 31. (new) The system of claim 30, wherein the survey
2 includes a drill-down survey technique utilizing one or
3 both of responses already provided by the current survey
4 participant and historical responses provided by other
5 participants to determine a subsequent survey question to
6 be asked of the current survey participant.

1 32. (new) The system of claim 31, wherein, when the
2 automated surveys are being conducted, said IVR unit is
3 adapted to receive a response from any of the
4 participants that causes the CATI agent to transfer those
5 surveys receiving said response back to one of the
6 agents.

1 33. (new) The system of claim 31 further comprising
2 a processing unit for processing said responses stored in
3 said database into useful survey information for
4 presentation to a user

1 34. (new) The system of claim 1, wherein, when the
2 automated survey is being conducted, said IVR unit is
3 adapted to receive a response from the participant that
4 causes the CATI agent to transfer the survey back to the
5 agent or another agent.

1 35. (new) The system of claim 1 further comprising a
2 processing unit for processing said responses stored in
3 said database into useful survey information for
4 presentation to a user.